

2003-333C
233125

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From: Tyler, Terrance M [Terrance.Tyler@chartercom.com]
Sent: Wednesday, October 26, 2011 3:37 PM
To: CLECreport
Cc: tallen@regstaff.sc.gov; Tyler, Terrance M
Subject: Service Quality
Attachments: CF SC-CCO CLEC Service Quality Quarterly Rpt private 3Q11 (2).doc; CF SC-CCO CLEC Service Quality Quarterly Rpt 3rd 2011 NP.docx

As required by R. 103-614, 618, 619 and 663 attached is the Non Proprietary and Confidential versions of the 3rd quarter 2011 reports of Charter Fiberlink SC-CCO, LLC. If you have any questions regarding this report please cont me directly at the number below.

Thanks

Terry Tyler
314-543-2437
Regulatory

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SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA OPERATIONS

COMPANY NAME

Charter Fiberlink SC-CCO, LLC

QUARTER / YEAR

3rd / 2011

Month:

April

May

June

Number of Customer Access Lines

Trouble Reports / Access Line (%)

_____%

_____%

_____%

Customer Out of Service Clearing Times (%)

_____%

_____%

_____%

New Installs Completed w/in 5 Days (%)

_____%

_____%

_____%

Commitments Fulfilled (%)

_____%

_____%

_____%

Comments / Explanations: _____

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Person Making Report / Contact Information: Betty J. Sanders, Director Regulatory Affairs, email: CFL.Regulatory@chartercom.com, ph: 314-288-3259, fax: 314-288-3555